



Networks



Virtual Meeting place TOOL BOX

SUBPROJECT: NETWORKS

Project manager:

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Participating partners:

Oulu Finland and Luleå Sweden



**Northern
Periphery
Programme**
2007–2013

Innovatively investing
in Europe's Northern
Periphery for a sustainable
and prosperous future



European Union
European Regional Development Fund

Background

Seniors are leaving the work force earlier than ever, and have more years to spend in good health. With lower official pension age, better health and people's perception of "old" moved several years up, the senior has a long period in life that should be filled with activities that support a healthy lifestyle.

There will also be a need for opportunities to expand one's network to other areas, national or abroad, and this is where the web will be an instrument to connect people in rural areas with friends who share the same interests and hobbies, and with family that live elsewhere.

In the OLE1 sub project "Networks" we clearly defined some of the wishes from elderly people and their view of social networking and how to regenerate and further develop these.

Our societies need to further develop meeting places where people can meet without a formal invitation and to participate in activities of chosen interest. These meeting places can also virtual.

A virtual information and activity centre where people can exchange ideas and find information about activities and recourses that is of local interest for seniors. This form of communication is even more relevant to people living in sparsely populated areas where people with common interests might be hard to find.

Senior Portals

Luleå, Sweden

Luleå has a portal for seniors www.lulesenior.se a platform where each pensioner organisation administer their own space and update information on what is happening in their organisation. Other information is also added by different "service providers" i.e. a health club in luleå.

Faroe Islands

During OLE2 a senior portal has been set up also in Faroe Island based on the good results from Luleå. The portal can be found at www.eldri.fo

TOOL BOX

Based on these two pilot portal we have prepared a Tool Box for any other organisation planning to set up similar portals.

The Tool Box contents

1. Guidelines

- 1.1 [how to start a homepage](#) (see next pages) including application, suppliers, registration and cost,
- 1.2 [how to run a homepage](#), including organization, responsibilities, support and cost.

2. Documentations

- 2.1 General [technical description](#) of contents – eldri.fo and lulesenior.se,
- 2.2 [Instructions on work](#) process concerning uploading news, including log-in, photo-processing and what to avoid – eldri.fo
- 2.3 [Transfer agreement](#)
- 2.4 LuleSenior [organization](#).

3. [Testimonials](#)

- 3.1 The contacting process
- 3.2 users and administrators.

Guidelines

1. how to start a homepage - The Web site Creation Process

There is one **universal truth in website making**: To make a website you need either time or money -- or both. Time and money often substitute each other (you can pay lots of money and have a website up and running in 2 weeks or you can save your cash, spend *your own* time building a website and have it up and running in 2-6 months). How do you find the right balance between time and money? Here's how.

You can get a web site by:

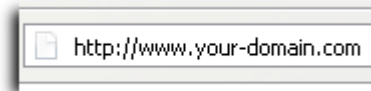
Hiring someone to create a website for you	Building a website on your own "brick by brick"	Building a website on your "own" Using free templates from web hosting services	Building a website on your own by using "content management systems"
<p>Professional web site design services are outrageously expensive these days.</p> <p>There are cheap designers out there, but the quality of their work is rather questionable at best.</p> <p>You can avoid paying a fortune to make a website if you are willing to give it a try yourself (see right).</p>	<p>Take the long, time-consuming way of building it "brick-by-brick":</p> <p>This is the #1 reason people shy away from making websites on their own.</p> <p>It involves lots of time -- needed to acquire the skills and time needed for the actual building. This is time you don't have or, in other words, time that would be better spent elsewhere.</p>	<p>Take shortcuts, use free whole "blocks" readily available.</p> <p>Can be recommended if you have the time and skills to do it yourself.</p> <p>There are however many cheap web designers that use these "free template blocks" as a mean to convince the costumer of hiring their time to build a cheap website. It is free so the costs are low...</p> <p>This can prove to be even more expensive than hiring a professional designer.</p>	<p>Buy in a "content management system" and learn to use it:</p> <p>Takes a fraction of the time and is less demanding for people with no technical skills.</p> <p>Ideal for situations where the website is a means to an end. You can spend more time <i>using</i> the website and making it work rather than <i>building</i> it.</p> <p>Provides the best balance between time and money.</p> <p>MOST HIGHLY RECOMMENDED</p>

Now if you choose not to use a web site designer, you are probably curious to know what is involved in making a website. Here is an explanation of three main steps of creating a website.

Creating a website basically involves the following 3 steps:

STEP 1: Register a Domain Name	STEP 2: Get a Web Host	STEP 3: Build your Website
<p>A domain name is the thing that looks like <i>mysite.com</i>. You register these on an annual basis.</p> <p>Domain names can cost anywhere between €10 and €50 per year.</p>	<p>A web host is a company that enables your website to be viewed by the rest of the world, 24/7.</p> <p>A good hosting plan can be anywhere between €10 per month and many thousands per month</p>	<p>You can either build it yourself, buy a content management system or use a “free” website builder.</p> <p>Below is an example of both online website builder and content management systems that includes templates and hosting.</p>

A more detailed explanation of these 3 steps follows:



STEP 1: REGISTER A DOMAIN NAME

Before you even think about building your website, you should register a domain name. A domain name is the thing that looks like this: "yourdomain.com".

Your domain name represents the URL (or permanent web address) of your website. Therefore, when anyone types in "yourdomain.com" or "www.yourdomain.com", they will see your website.

You register your domain name through a domain name registrar or hosting provider. You simply check that your preferred domain name is available, then register it (online).

Domain names are registered on an annual basis, and you can usually register it many years in advance (or set 'auto-renew').

Prices can range from between €10 to €15 up to as much as €35 or even €45 (this is for the same product!).

STEP 2: GET A WEB HOST

A web host (or hosting provider), is a company that makes your website available for the world to see. They have the equipment and technical skills to make sure your website is available to the world, 24 hours a day, 7 days a week.

Choose your hosting provider carefully - a good host will have excellent support. A bad host can have almost no support at all! If you're new to creating websites, good support can reduce the stress that comes from doing something for the first time.

Also, some web hosts have an online website builder. A good website builder can enable anyone to make a website - even complete novices.

If you'd like to learn more about web hosts, check out this [web hosting tutorial](#).

STEP 3: BUILD YOUR WEBSITE

This part can be as easy or as hard as you like it to be!

The easy way? The easiest way to build a website is to use your web host's website builder (assuming they have one). As mentioned this can be a good way to build a homepage if you have the time and skills to do it yourself. The only thing that you should take into consideration is to build a homepage by using a free website builder or hiring a consultant to do it for you might restrict other persons in your organization to further work on this if the one that made it leaves. The same situation occurs if you hire a consultant to do this.



The hard way ? OK, if you think a website builder sounds too much like cheating, you probably want to learn how to build a website the way the pros do it - by coding/programming. Examples of editors for web sites:

Microsoft Front Page: Very powerful editor and simple to use especially for anyone already familiar with other Microsoft products like Word. I currently use this one. It is easy to get going with and powerful enough for most applications. (see [Starting with FrontPage](#)). Now replaced with Expression Web.

[Dream weaver:](#) Undoubtedly the editor of choice for most Web designers. More powerful than FrontPage and produces much cleaner XHTML/HTML than FrontPage. -Much More expensive though and more difficult to get started with.

I would only recommend this for experienced web designers or those who are going to be producing commercial web sites.

[XsitePro](#) - Billed as the novice users' answer to Dreamweaver this is designed for non techie web designers it lets you build very professional looking seo friendly websites easily.

[HTML](#) – which stands for HyperText Markup Language, is the predominant markup language for web pages. It is written in the form of HTML elements consisting of "tags" surrounded by angle brackets within the web page content. It is the building blocks of all basic websites. It allows images and objects to be embedded and can be used to create interactive forms. It provides a means to create structured documents by denoting structural semantics for text such as headings, paragraphs, lists, links, quotes and other items. It can embed scripts in languages such as JavaScript which affect the behavior of HTML web pages

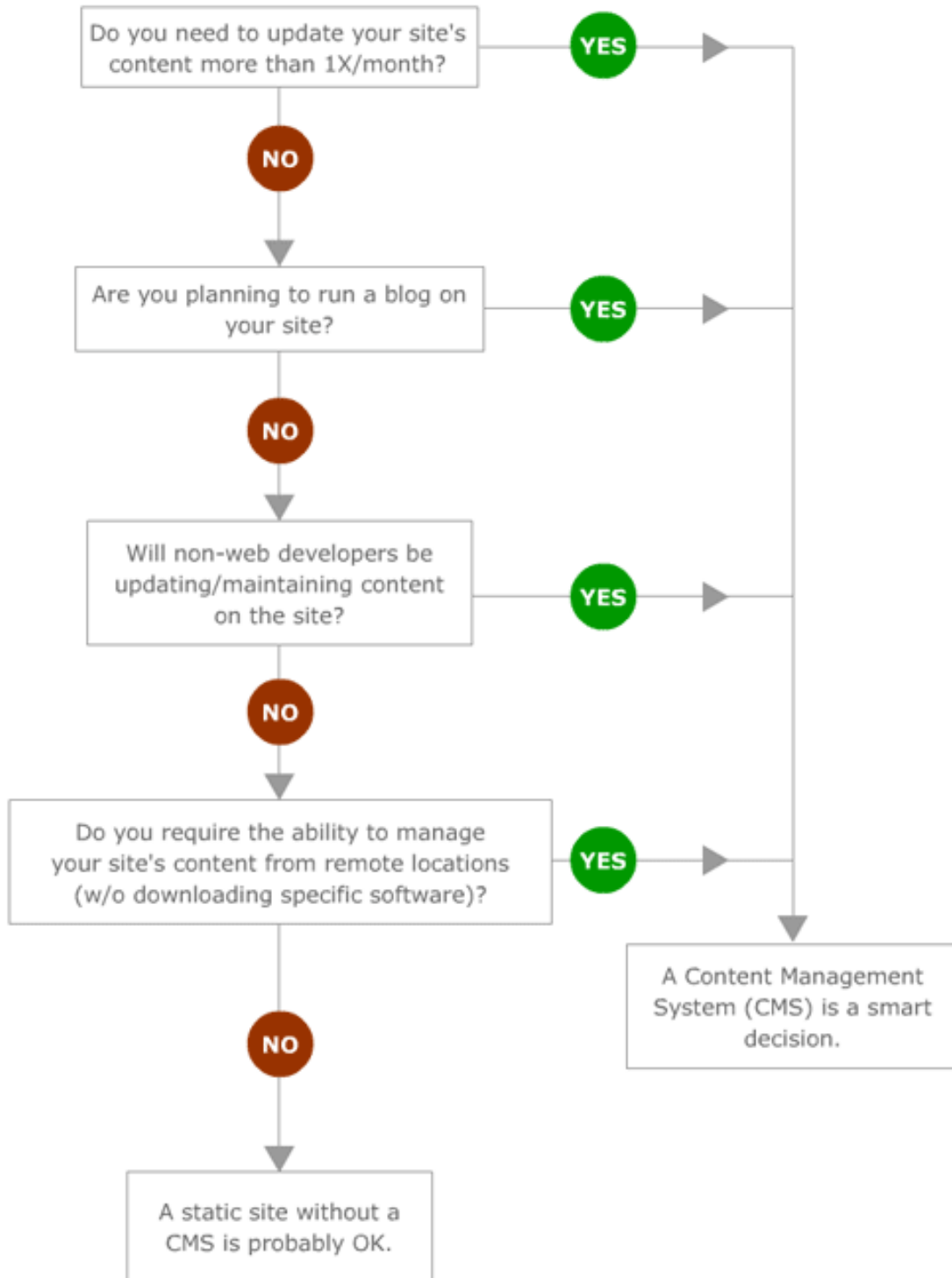
[PHP](#) - is a powerful “open source” tool for making dynamic and interactive Web pages. PHP is the widely-used, free, and efficient alternative to competitors such as Microsoft's ASP.

These two ways might also restrict you as no other person in your organization might have the skills to carry on the administration of the homepage if the builder ends up.

The optimal way ? The best way is to buy in a content management system as it enables you to assign multiple people to handle the system. Most content management systems come with a user manual which is easy to learn for people that normally work with Microsoft office, word and excel.

In order to determine whether you need a CMS or not just follow this chart:

Do You Need a CMS For Your Site?



List of different CMS tools:

EPiServer is the world's fastest growing provider of Web Content Management (WCM) platforms and online community platforms. 3,000 customers worldwide use EPiServer CMS to create collaborative and engaging websites. EPiServer CMS is the foundation for more than 9,000 websites and is used on a daily basis by more than 130,000 web editors. EPiServer delivers its Web Content Management platform through an extensive network of over 450 competent partner companies in 30 countries.

This tool is more for large companies and public organisations as this is rather costly.

Easywebb: A Swedish CMS tool with focus on usability, flexibility and design. The cost for this is around 30 000€ for the license and then a yearly fee of 400€.

Studio is a complete and simple tool for you that want to administrate your web site content. To use STUDIO you need no previous knowledge in programming all you need is normal computer knowledge, internet access and a browser. Price range starting at 3 800€. + monthly license fees. Web hotel and support is not included.

Tervix Touch a cost effective solution for small companies and associations. Price range starting at 2 200€ for design and implementation + license cost 30€/month. Web hotel and support is not included.

2. How to run a homepage

- Make sure everyone understand the goals, and basic ideas of the homepage.
- Involve everyone involved in your decisions right from the start but do it in a subtle way using the step-by-step method rather than overwhelming them with all the information at once — wait for their reaction before you move on to next step.
- Listen to the opinion from those that shall be involved on your suggestions and take them into account.
- Remember that those involved should be more important than your personal goals.
- Make sure you design a website that provides room for development for everyone so your website can foster and strengthen relationships rather than weaken it.

Organization

In order to run a senior co operational website such as lulesenior you need to activate and instruct those that will handle the administration.

Our suggestion is that you appoint at least one person from each senior organization to handle their material and to update their part of the homepage.

Responsibilities

As owner and coordinator your organization also need to appoint a person to be both support and teacher to these administrators.

Each senior administrator is responsible for keeping their part of the homepage updated and fed with appropriate material to meet the objectives of the site.

Support

There are two levels of support, one from the website host (optional) and one from the overall administrator. It is advisable to buy in services from the website hosting company as this secure that it is always online and running. The overall administrator should always be available to support and help the seniors whenever they need a hand.

Costs

The cost for to run a homepage of this type is hard to estimate as it really depends on the overall administrator and the owner to decide this.

The basic should though be that it should be free of costs for the senior organizations that provide information and helps to generate material to the homepage.

2.1. Technical description of Lulesenior

Software application

The software application used for lulesenior is called Tervix Web Publisher™ and is a web based content management system. Logging on is required for access to the system. Each user's name, telephone number, e-mail address, password etc are recorded in the content management system and authority is assigned to users according to their duties. Thus some people may only write articles, while others may also publish them.

The assigned authorization level also controls which tools the user can access after logging on to the system. The system administrator can also easily add or remove users.

Article registration and preparation of text

When registering an article, the writer can also choose a template that governs how the article will look and in which section of the website it will appear. The writer also fills in a number of fields relating to publication: status, publication time, headline, under which link it shall appear etc.

For writing and article a word processor is provided, operating within Explorer. This allows writing of text; bold face and italics; cutting and pasting text; adding external or internal links; and adding illustrations.

Templates and their administration

The system includes basic templates for easy use with example texts and layouts. The administrator can though create their own templates and store them on the platform where they become directly accessible to all users. Templates are created with a name, website section, category or keyword.

Pictures and graphics are added either from the user's hard disk or from the existing picture library already uploaded on the tool. Size and position (right, left or centre) can be adjusted and a caption text written and placed below the picture. To get an impression of the final appearance, the author can call up a preview at any time he wishes. The article is shown with the correct display template and exactly as it will appear on the website.

Picture library

Pictures, graphics, sounds and video sequences can be entered centrally into the picture library. They are then available to all users of the system. The picture library allows reuse of previously published material and simplifies writers' choice of illustrations etc for their articles. Material is added to the picture library by filling in a number of fields and then loading it into the platform. Though always be aware of the rules and regulations regarding publicity and ownership of pictures.

Links to related subjects

Links to articles and files

When writing an article the author can create links to other articles and files that already exists in the system that relate to the subject. He searches the text archive in the normal way and specifies which articles should be coupled to the active article. Links are then displayed automatically together with the article.

External links

The author of an article can also create external links to addresses (URLs) on the Internet or intranet where other services or facts can be found.

'Article comments'

'Article comments' is a module that allows visitors to the site to comment on articles after reading them. The contributions appear after one another in chronological order. The editor decides which articles should be made available for such comments and can edit the comments made on each article. This function is however attracting lots of unwanted comments from all sorts of spam and needs to be daily edited.

'Questionnaires and questions'

'Questionnaires and questions' provides a method of handling surveys, registration and questions via the Internet. It includes an administrative function for creating questionnaires, registration forms, suggestions or comments with one or more questions and alternative answers. This function is more secure then article comments as this require that the person register their phone or e-mail address.

Tervix Web Publisher 3.0 (TWP 3.0) is a tool for maintenance and updates of websites and other publications on the Internet. All you need is basic internet skills and that you know how a word processor works. You do not know anything about the technology behind, all the preparatory work is already done for you, just start publishing.

Since TWP 3.0 is a pure Internet tools you can anywhere, anytime where there is an Internet connection and a browser, log into your TWP 3.0 and make your updates.

Login details

Homepage: www.adressen.se
Admin: www.adressen.se/webadmin
Username: företaget
Password: företaget

(Should change when logging in the first time)

Working with Tervix Web Publisher 3.0

Now it's time to start working with TWP 3.0. Using the main menu so you can reach all the features of the tool. The main menu is always visible at the top. Below are explanations instructions for each button and field.

Start

Startpage

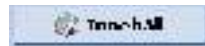
The main menu is always visible and is the one you use to reach the different parts of TWP 3.0.

Quick menu

Quick menu (snabbmeny) is only available here at home and are there to quickly reach he underlying functionality. Eg. picture-/file archive.



2 Content



2.1 Create a new link

Click the Icon "skapa ny länk" is the part where you create new links / menu on the homepage.
For help to create new link view "2.4 create link".

2.2 Link tree

In this content summary, we also see home page content.
Links and its sub links in a classic "tree structure".



2.3 Symbols



Grön man = the link is active on the homepage Red man = the link is saved though not active.



To preview the page click in this icon.



To see statistics on visit click on this icon



This symbol shows which link that is set to be "start link" for the homepage.



2.4 Create a new link

To create a new link in the menu on the home page, click

- Select if the link should be like a "main link" on the page, or as a sub-link to another link.
- Choose "Yes" if the link is posted on the website now, or "No" if it only be saved to TWP 3.0
- Specify a start & an end date if you want the link to be published on the homepage a limited period. (For the time being, leave blank)-If you want this link should be the website "start link", place a checkmark in the box. (Beginning-link meant the link for which the underlying text / s appear when you type a website address. Eg. a welcome note)

The screenshot shows a web form for creating a new link. The form has a blue header and a light blue body. The fields are as follows:

Field Label	Value / Options
Länknamn:	Länkens namn
Placera under...:	Som huvudlänk
Publicerad:	Nej
Publiceringsdatum:	[Empty] - [Empty]
Ange som Startlänk:	<input type="checkbox"/>
Språk:	Svenska (Standard)
Typ av länk:	Enkel sida

At the bottom right of the form, there are two small icons: a floppy disk icon and a magnifying glass icon.

2.5 Create new text

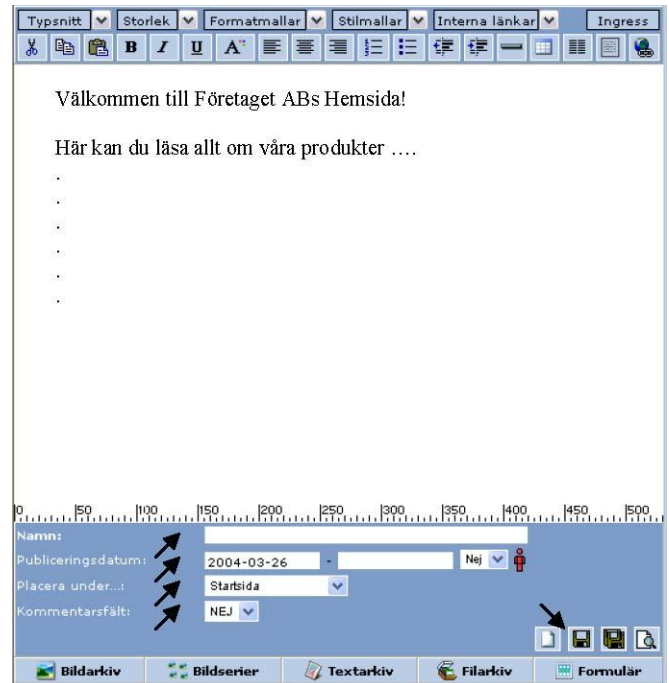
IT-community toolbox - 2011.03.28 / 15

To create a new text go to the link overview. Hold your mouse over the link, on which you intend to create a text. It then pops up a little box, which shows the entries stored in the link.



To create a new text, click on "Create a new text" in the lower right corner of the box.

In this "word processing window" type or paste your text you enter. Here are some of the most common features of word processing. For example, choice of fonts, font sizes, bulleted lists, text boxes, etc.



Give the text a name

Enter a. publication date
select if the text should be published now, or only stored in TWP 3.0.

In the "placera under.." list, you choose which link the text to be saved in.

Choose whether to insert a comment field associated with the text. This field allows visitors to comment on the text.



Create new text

Save text

Save text as

Preview

Delete text (this icon can only be seen in already created texts)

2.6 Picture archive



In the picture archive is where you can upload the pictures to be used on the website. You can also create folders to organize the pictures. If you have not created the appropriate folder to put the new image in, start it by clicking the "Create new image folder".

Upload a new picture

- Click on the icon "Ladda upp en ny bild".
- In the box that pops up, click on "Browse".
- Select on your computer, the image you want to upload.
- Click "open".
- Select the folder where the image is stored in.
- Click "Save" button.

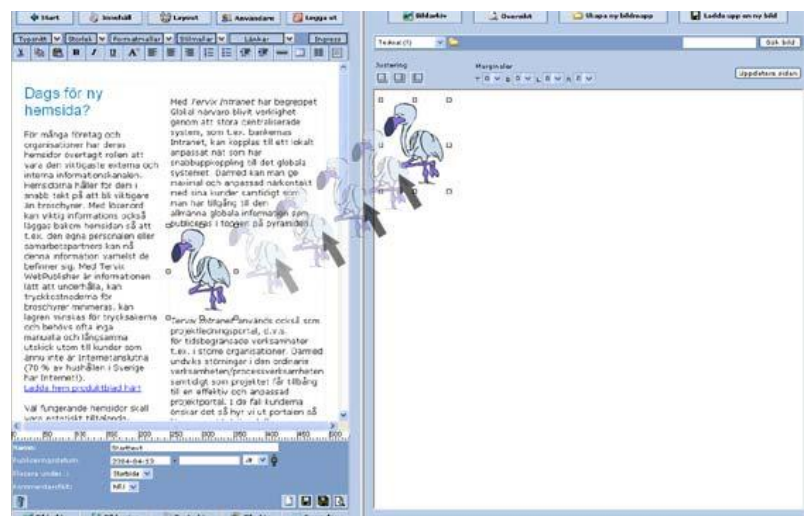


Insert picture in your text

To insert an image, at a desired location in a text, find the desired image in the image archive, or "upload a new image". (see previous section)

Click on the image, hold the left mouse button . "Drag-and-drop the image where you want it in the text.

A small blinking marker shows where it will be placed.

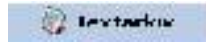


- Click the icon "Spara & Förhandsgranska".

To delete the image from the text, click on it and press "Delete". If you want to insert the image again, click the "Refresh" in the image archive, so the image pops up there again and you can repeat the "insert picture" moment.



2.7 Text archive



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Text Archive is an overview of texts that have been saved on the tool. Here you can see if the text is published or not, what the link is below, publication date, etc. Text Archive is used when you want, in a text, link to a text that is on another part of the site.



2.8 File archive



In this archive you can upload the files you use on your website. You can also create folders and subfolders to sort your files, so you can keep track of which files are used for what. You can also create links to files on their website. Files can be of interest for the visitors i.e. Product information, technical information, forms of various kinds of other documents.

Create a folder

To create a new folder, or subfolder, follow these steps.

In the File archive click on "Create New Folder".

In the box that appears, name the folder.

Choose whether to save as sub-folder to an existing folder, or "main folder".

-Click "Save".



Upload a file

- In the window of the file archive click on "Upload a new file".

-In the box that pops up, select the desired file from your computer, click the "Browse".

- Select the folder where the file should be placed below.

-Click "Save"





Link file to text

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To link a desired file to a word / sentence / picture in the text, do the following:

Mark the word / sentence / picture to which you want to link a file.

- locate the desired file in the archive.

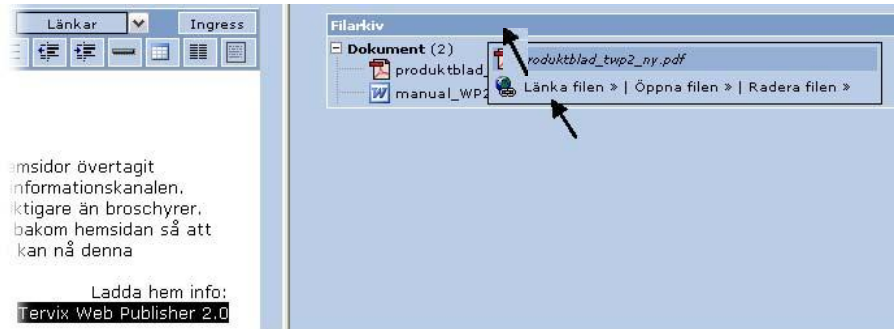
Click the file name.

In the little menu that pops up,

click on "Link file".

Your selection in the text is now

a link to the file you chose.



-Save the text.

Delete file

To delete a file from the archive, locate the file, click on the file name and the box that pops up click on "delete file".

2.9 Change existing text

Either hold your mouse over the link's name in the link overview and in the box that pops up click on the text you want to change or locate your text in the text archive. The text will then be opened in "word processing" mode where you can alter the text

2.10 Delete text

To delete a text, "open" text,

In the link overview hold your mouse over the link, where the text is located. In the window that opens, click on the text you want to delete. The text will then be opened in "word processing" mode. Down in the left corner, is key to "trash" on. Click on it to remove the text.



3 Users



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3.1 Add users

Användare

*Förnamn:

*Efternamn:

Adress:

Postnr:

Ort:

E-post:

Telefon:

Mobil:

*Användarnamn:

*Lösenord:

Rättigheter:
☐ Administratör | ☒ Publicist



To create a new user click the "Create a new user".

4 Log out



Click on this icon to log out from TWP 3.0.

4. Contract

Contract of ownership to- and administration of- the web page: www.lulesenior.se

Parties

Luleå Municipality organization number 212000-2742

Contact: Marianne Pedersen

Society: Economic Society of Kvarnån, registration number: 769618-7868, hereinafter called the Association

Contact: Yngve Johansson.

Background:

The municipality has, through its project "Our Life as Elderly" run by the Administration of Social Services, Development unit produced, developed and operated a website called, www.lulesenior.se. The website is aimed primarily for elderly residents in the municipality. The website is an information platform that aims to increase social contacts between older people in the municipality.

As part of the continuation of the above project the municipality intends to phase out its operational responsibilities for the website, and transfer ownership to the Association. The transfer to the Association aims to ensure a long term sustainability of the website's operation. The responsibility shall include the operation, development and administration.

1 § Transfer

The municipality transfers all rights to the website, address: www.lulesenior.se. The transfer also includes access to existing material which might be copyrighted. The municipality shall at the signing of this agreement within two weeks notify the change in ownership of the site to the current web hosting company and ensure that the domain lulesenior.se is transferred to the Association and provide all access codes and other items to the Society.

2 § Allowances

No compensation to or from any party should be paid for this assignment. The association will be taking over the municipality's responsibility of costs for the content management system, etc., used in the transfer. The annual cost of this is currently 1200 SEK + VAT. (See § 3 d)

3 § The association's rights and obligations

The association has the right to commercially develop the website in order to generate revenue for the Association in handling the website. The association is committed however, that while running the website ensure that all its contents and all features can be used freely of all parts of its website visitors.

The association is committed to during the Term of Agreement

- a. maintain and run the website without interruption in time
- b. further develop the website in order to generate frequency of visits
- c. maintain the website's current focus with the audience older in the municipality
- d. pay for hosting and fee of domain lulesenior.se, as well as for other costs related to operation and development of the site including any "content management system" or equivalent. Current cost for this is 1200 per year + VAT, cost for support should be negotiated separately with the hosting company.

e. ensure that the rights to all material supplied to the website can be managed in accordance with § 5. This means that the rights to material can be transferred to the municipality which in their turn can make changes in the material and transfer the right to someone else.

f. comply with applicable laws regarding websites, and only publish material that does not conflict with existing laws or agreements, and in addition, are not offensive or is in conflict with the municipality's interest to ensure that the "luleseniors" original intent would be distorted. On the municipality's notification, delete any material that does not comply with the requirements stated above, no later than one week after notification has occurred.

g. not without the written consent of the municipality transfer this Agreement or the rights of the website to another.

h. ensure that in contracts that may be entered with commercial entities add condition that entitle the association to terminate the contract with two weeks' notice.

§ 4 Term

The agreement is valid until further notice.

§ 5 Termination

The association has the right to terminate this Agreement. The termination shall be in writing with a notice period of two weeks. If the association has terminated the contract no compensation can be asked for. The Association shall forward all rights to the website www.lulesenior.se to the municipality at the date of termination, or at any other of the parties agreed time. The municipality may then also have the right to the copyright over such material on the website which can be copyrighted. This right includes the right for the municipality to make changes to the website and existing material present on the web site. The municipality also has the right to negotiate with any other interested party to take over the website and to assign them access to and right to use of all material on the website.

At the time of transfer the association must have edited existing material on the website so that only such materials which the municipality is free to dispose of remains. Such content of the website which may arise from commercial players, such as advertising space / s, should be removed, unless the municipality has agreed on to take over the contracts with such player.

If the association does not fulfill its obligations under this Agreement, and not taking into consideration the municipality's notification of corrections one week from the time of the notice served the municipality has the right to terminate the agreement. The agreement is terminated two weeks after the municipality written notice was sent to the contact person and address at the Society.

The association is committed that on the termination of the contract without compensation transmit all rights to website www.lulesenior.se to the municipality two weeks after the Association has been notified, or any other of the parties agreed time. The association must meet all the above given conditions that are mentioned in this contract if the Association has terminated the contract.

§ 6 Liability

The association is committed to in relation to the municipality to cover such costs as may be demanded by a municipality due to damage to third parties and can be associated to the such content on the website which the Association has placed on the page (such as compensation for copyright infringement), or to the Association's management of the website in general.

Luleå 2010 02 02

For the municipality

For the Association

Marianne Pedersen

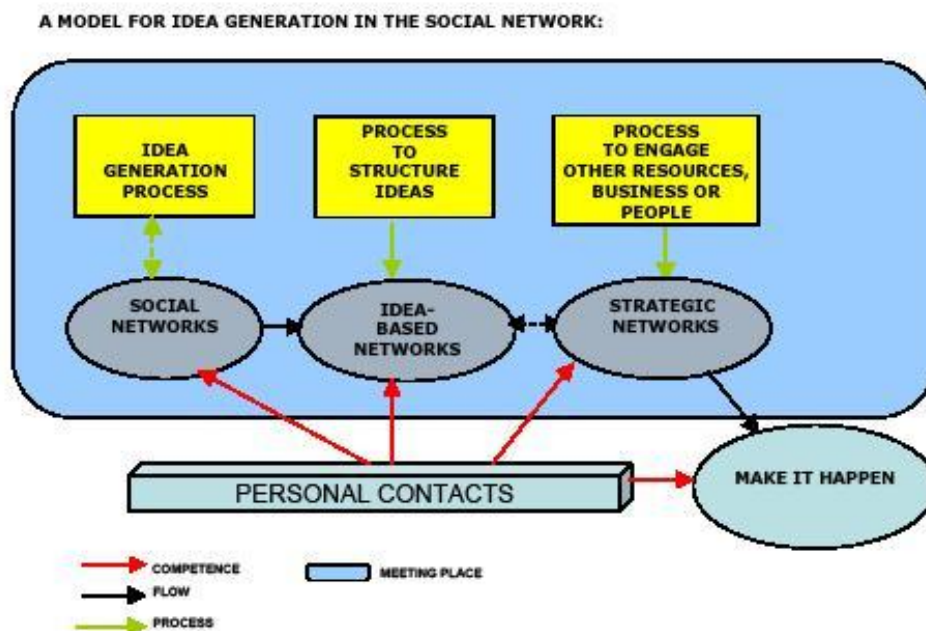
Yngve Johansson

5. Organisational description of Lulesenior

Social networks

A social network is a social structure made of nodes which are generally individuals or organizations. Nodes are the individual actors within the networks, and ties are the relationships between the actors. The shape of the social network helps determine a network's usefulness to its individuals. Smaller, tighter networks can be less useful to their members than networks with lots of loose connections (weak ties) to individuals outside the main network. More "open" networks, with many weak ties and social connections, are more likely to introduce new ideas and opportunities to their members than closed networks with many redundant ties. In other words, a group of friends who only do things with each other already share the same knowledge and opportunities

A group of individuals with connections to other social worlds is likely to have access to a wider range of information. It is better for individual success to have connections to a variety of networks rather than many connections within a single network. Similarly, individuals can exercise influence or act as brokers within their social networks by bridging two networks that are not directly linked.



Virtual local access point for seniors

A meeting place on the Internet that is administrated and run by the organizations that has activities for seniors in Luleå. This can both be private companies as well as other voluntary organizations that have activities for elderly and that would like to develop these on a broader scale.

The main objective of the Internet portal is that it ***has to be a local access point*** with local information targeting local seniors. It should also activate seniors in a broader scale through a specific site administration by pensioner organizations. Each pensioner organization will be given their own pass word to set up an information channel on the portal.

‘Lulesenior’ shall apart from being the local access point for seniors, also be a channel of information to these groups for the municipality and businesses.

6. Testimonials

Case stories to do later